

U. S. Environmental Protection Agency  
Safety, Health and Environmental Management Division  
Performance Work Statement  
National Technical and Assistance Services

## **1.0 Scope**

This is a performance work statement for providing technical and analytical assistance in support of the Office of Administration (OA) of the Environmental Protection Agency (EPA). Technical support and assistance services shall occur on a local and nationwide basis. Duties shall be within the general scope of work required by this contract.

### **1.0.1. Performance Requirements**

It shall be the contractor's responsibility to design methods and systems of how best to deliver the services to meet the Government's quality and performance requirements, as detailed in Section 7.0 Quality Assurance Surveillance Plan and Incentive Program. The requirements contained in this contract are all performance-based with a focus on desired results and outcomes. This represents a challenge to the contractor to develop and apply innovative and efficient approaches to the contract requirements.

### **1.0.2 Objectives**

The following contract objectives will be used by the Government to assess the overall contractor performance during the contract. The result of the Government evaluation will be a significant factor in the decision to exercise a contract option for the next performance period. In addition, contractor performance inconsistent with these objectives, in whole or in part, may result in a price reduction (consistent with FAR 52.246-4 Inspection of Services- Fixed Price) that reflects the contractor cost of the work not performed (to include quality control) and the Government's costs associated with the reinspection of the redone work and other administrative damages.

The contractor shall provide quality technical and analytical assistance services as characterized by supporting EPA involvement in interagency Occupational Safety, Health, & Environmental Management Program initiatives, responsiveness and incorporation of any new laws or regulations, and incorporation of SHEM work to other Agency Divisions.

## **2.0 Background**

The Office of Administration is comprised of two divisions: the Safety, Health & Environmental Management Division (SHEMD) and the Facilities Management and Services Division (FMDS). SHEMD is responsible for establishing the Agency's policies and programs, providing technical assistance, conducting evaluations to assure safe and healthful working conditions, and environmental management of all Agency units. Analytical tasks may need to be performed to support the Agency in ensuring its facilities, activities, and projects are in full

compliance with current safety, health and environmental laws, state and local regulations, Agency guidance and directives, and national consensus standards.

FMSD is responsible for the design, construction, repair and maintenance of all EPA facilities. These responsibilities include due diligence activities for buildings no longer used by EPA, engineering for safety, and energy conservation and pollution prevention in both laboratories and office buildings. In addition, FMSD has recently taken on an expanded role in Agency building security.

In support of various FMSD and SHEMD programs, several areas of expertise shall be required of the Contractor in order to fully perform this requirement. FMSD and SHEMD programs include Occupational Health and Safety, Environmental Management Systems, and Sustainable Facilities. As listed, the EPA may require the Contractor to provide support and technical assistance as follows:

## **Occupational Health and Safety Program**

### *Administrative Support*

- \* Providing technical support in the development of draft policies, manuals, & guidelines;
- \* Identifying employees who are required to wear protective clothing;
- \* Providing technical support in the preparation of reports, e.g. annual narrative and annual statistical reports;
- \* Report and record keeping for accident/illness investigation and reporting, employee complaints and investigations, and a log of occupational injuries illnesses; hazardous duty assistance, i.e., assist the health and safety manager in determining:
  - (i) if a hazardous work condition exists,
  - (ii) whether safeguards are adequate, and
  - (iii) what additional safeguards are necessary;
- \* Occupational Health and Safety Committee Support to include preparing notice of meetings for signature of chairperson, recording and distributing minutes, and attending meetings and serving as technical advisor to committee;
- \* Providing logistical support for briefings, meetings and conferences, including arranging audio-visual needs, producing hand-outs, posters, or signs, arranging for meeting rooms, developing presentation materials, assisting with registration, arranging for speakers and assisting with the development of agendas.

### *Training and Program Promotion Support*

- \* Training support may include developing and/or presenting training programs to cover employee orientation to occupational health & safety, supervisory responsibilities, office safety, vehicle education and safety, emergency first aid, CPR, and/or use of Automated External Defibrillators(AED), respiratory protection, general laboratory safety, laboratory hazardous materials handling, field safety, hazardous materials transportation, fire safety, radiation safety, injury and illness reporting requirements, permit requirements, and Hazwoper basic (24 hours), intermediate

(32 hours), and advanced (40 hours).

- \* Preparation and distribution of off-the-job health and safety documents, e.g., newsletter articles, bulletin board information and poster programs, and memoranda and other occupational health and safety information.

### *Occupational Safety Program Support*

- \* Providing technical assistance to enable implementation of Office Safety Programs, e.g., hazard recognition and abatement, emergency equipment and procedures, housekeeping, materials handling, and air or materials sampling and monitoring.
- \* Providing technical assistance for Laboratory Safety Programs, such as safe handling, use, storage and disposal of hazardous materials, materials safety data sheets, safe handling and use of compressed gases, protective equipment requirements, laboratory protocols for glassware, pipetting, and analytical procedures, emergency equipment and procedures, housekeeping, posting of hazardous areas, materials handling, and injury and illness reporting requirements.
- \* Providing technical assistance for Field Safety Programs, e.g., vehicle safety programs (boats, cars, trucks, mobile labs, trailers, etc.), handling hazardous substances in the field, sampling hazardous substances and safeguards, personal protective equipment required, materials handling, mine entry safety, sites of unknown toxicity, and emergency response.
- \* Providing technical assistance for Fire Safety Programs, including protection of employees, protection of property and equipment, occupant evacuation and emergency plans (OEP), early warning and detection systems and plans, and NFPA codes and state and local regulations.
- \* Providing technical assistance for Noise Control Programs including protective equipment, and recognition and abatement.
- \* Providing technical assistance for Radiation Safety Programs, to include licensing requirements, posting and warning, personal protective equipment, and badging and survey monitoring.
- \* Providing technical assistance for asbestos and chemical management programs, e.g., State and local laws and regulations, chemical inventories, and sampling and abatement.

## **Environmental Compliance Program**

### *Administrative Support*

- \* Developing and updating Environmental Management Guidelines,
- \* Keeping up-to-date and providing SHEMD officials with information pertaining to environmental management, and remaining current on all applicable regulatory requirements and proposed changes (which may include monitoring the Federal Register on a regular basis)
- \* Identifying environmental compliance requirements in accordance with the Clean Air Act, the Clean Water Act, RCRA, the Safe Drinking Water Act, the Toxic Substances Control Act, CERCLA, and SARA.
- \* Preparing draft checklists and model documents to facilitate regional and research laboratory compliance with regulations, laws, policies, guidelines and national standards
- \* Assisting with document/record requirements.

### *Training Support*

- \* Assistance in identifying training needs
- \* Developing and/or presenting training materials
- \* Developing and preparing promotional materials, including audio-visual materials and posters.

### *Technical Assistance*

- \* Providing technical assistance, including expert consultants on environmental management
- \* Responding to requests for information from field laboratories and regional offices
- \* Providing technical support for testing emissions
- \* Reviewing plans and specifications for building modifications and new construction.

### *Reports and Permits Support*

- \* Assistance in preparing A-11 Annual Report, Federal facility docket information, biennial hazardous waste activity reports, Fed Plan summaries, building and facilities request for projects to bring facilities into compliance with safety, health and environmental management requirements, and abatement action reports.
- \* Assistance in identifying the permit needs of EPA facilities and providing technical support for preparing permit applications as required.
- \* Providing technical support at public hearings in support of the permit process.
- \* Establishing a library of all permit applications and permits.

### *Inspections/Audits Support*

- \* Developing/updating checklists for environmental inspections/audits
- \* Providing technical support for performance of inspections/audits

- \* Providing technical support for follow-up actions on inspection/audit findings
- \* Providing technical support in the coordination of abatement action plans.

## **Environmental Management Systems Program**

### *Technical Assistance*

- \* Providing expert consultants on the ISO 14001 standard and on EMS implementation;
- \* Providing on-site assistance to EPA facilities;
- \* Providing assistance with obtaining ISO 14001 registration;
- \* Providing EMS information hotline services for EPA employees;
- \* Developing an EMS Tracking System

### *Reports and Administrative support*

- \* Preparing EMS reports, documents, research, etc, as needed
- \* Developing an EMS tracking system
- \* Providing updates to EMS information
- \* Remaining current on all applicable ISO 14001 requirements and proposed changes, which may include monitoring the Federal Register on a regular basis
- \* Identifying environmental management system requirements in accordance with the following: the Clean Air Act, the Clean Water Act, RCRA, the Safe Drinking Water Act, the Toxic Substances Control Act, CERCLA, and SARA .
- \* Assisting in document/record requirements
- \* Preparing draft checklist and model documents for approval by EPA to assist and facilitate EPA with ISO 14001 standard guidelines, compliance regulations, laws, policies, and national standards
- \* Preparing reports and documents
- \* Research.

### *Training and Promotion Support*

- \* Assistance in identifying additional EMS training needs
- \* Developing and presenting draft training materials and draft promotional materials for EPA approval
- \* Preparing and presenting EMS and ISO 14001 presentations and demonstrations at meeting, conferences, etc.
- \* Providing EMS awareness and competency training
- \* Preparing EMS charts, visual displays, and other graphic presentation materials.

### *EMS Audit support*

- \* Providing comprehensive EMS audits at EPA facilities, as needed
- \* Providing EMS Audit reports with recommendations and conclusions.

## **Sustainable Facilities Program**

### *Administrative Support*

- \* Assisting in the development of standards, manuals, and guidelines
- \* Coordinating program objectives with employees who are identified by the Agency as the facility's environmental or pollution prevention manager, energy and water conservation manager or safety, health and environmental manager
- \* Providing technical support with the preparation of reports, e.g., technology evaluations, product and services assessments, opportunity analyses, literature searches, narratives and annual statistical reports, reporting and record keeping for planning, implementing, assessing and required reporting
- \* Preparing notice of meetings, distributing meeting minutes, scheduling and attending meetings, serving as technical advisor to meetings, and assisting in the coordination of the Pollution Prevention and Environmental Management program.

### *Training and Program Promotion Support*

- \* Training support may include developing and/or presenting training programs to cover orientation, supervisory responsibilities, program initiatives, education and awareness, general facility and laboratory management practices, advanced laboratory operations and technologies, "how to" and site specific opportunity analyses, transportation, operations, maintenance, daily and periodic procedures, training certifications, and reporting requirements.
- \* Promotion Program support may include: preparing and distributing environmental and pollution prevention documents, e.g., newsletter articles, bulletin board information and poster programs, and memoranda and other promotional materials.

In addition to the aforementioned areas of expertise specific to each program, the contractor will be required to provide general expertise in two other areas of consideration. They are as follows:

## **Occupational Safety, Health, & Environmental Management and Security Program Audits**

Audits assess each organization's compliance with applicable Federal, state, and local safety, health, fire protection, and environmental management laws, regulations, Executive Orders, Agency policies, and adopted consensus standards. In addition, audits encompass an assessment of the organization's management systems that support regulatory compliance programs and conformance with the Agency's accepted Environmental management System model (ISO 14000).

### *Audit Support*

- \* Comprehensive regulatory compliance, management systems, and security audits of EPA facilities and activities, including laboratories, office facilities, underwater diving activities, marine vessels, and field compliance and research activities.
- \* Preparation of pre- and post-audit briefings for EPA management
- \* Preparation of draft and final audit reports
- \* Technical support for remediation of audit findings
- \* Assistance with special accident or injury investigations.

## **Engineering and Related Technical Support**

### *Administrative Support*

- \* Providing support in developing guidelines, manuals and standards covering core practices
- \* Providing comprehensive management and strategic planning support, including project-related technical and administrative services.

### *Training and Program Support*

- \* Assisting in development and implementation of agency's Buildings & Facilities Operating Plan, including call letter support, work plan development, senior management presentations
- \* Provide support in the development of project information brochures, directories, fact sheets and outreach materials.

### *Technical Assistance*

- \* Conducting studies and providing technical and administrative support related to the ongoing development and implementation of the Facilities and Real Estate Database (FRED) and related CADD, CAFM, and other computer-based systems and activities

- \* Providing regulatory review and analysis support for physical security requirements and performing assessments of EPA facilities and infrastructure, including development of mitigation plans based on assessment findings
- \* Providing engineering planning and support disciplines for development of statements of work and programs of requirements; plan and specification reviews cost estimates; and schedule, punch-list and commissioning review and oversight.

The EPA may require both on-site and off-site support of the Safety, Health and Environmental Compliance program. Locations would include Research Triangle Park, North Carolina (on-site) and numerous Agency laboratories, offices, vehicles, boats, and aircraft (off-site). Support would be on a continued basis for the duration of any task order issued under this contract.

EPA building facilities are comprised of offices and laboratories in EPA/Government-owned or leased space. Headquarters buildings are located in Washington, D.C. with approximately 29 laboratories and 15 area offices located nation-wide which perform a broad scope of scientific and technological activities ranging from enforcement and technical services to development and fundamental research. The following is a description of the different types of EPA facilities:

Regional Offices: The EPA Regional Offices conduct activities in support of EPA programs and manage environmental policies in the states which comprise the Region. The Regions provide administrative support for the development and implementation of comprehensive and integrated environmental protection programs.

Regional Science and Technology Services: The ten regional laboratories are dedicated to the support of regional programs primarily through the provision of laboratory analytical support, quality oversight, and technical activities in support of enforcement and compliance.

National Program Laboratories for the Office of Research and Development (ORD): ORD has three (3) national program laboratories that oversee the activities of approximately 30 Divisions nationwide. These facilities engage in basic research, application-driven research, development, and technical assistance on an as-need basis.

Other Program Laboratories: The other program laboratories support regulatory and short-term needs through laboratory analytical services, enforcement, compliance activities, monitoring, technical assistance and services, and a limited amount of development.

Headquarters: EPA Headquarters accommodates the Agency's policy making, management, administration and integration functions for a variety of research, monitoring, enforcement, standard-setting, and other activities pertaining to the protection of the environment.



Non-building Facilities: In addition to the above, the Agency maintains various vehicles, boats and aircraft used in performance of duties.

### **3.0 Government Furnished Property (GFP)**

It is anticipated that for some tasks, GFP and Facilities (on-site support) will be specified in the individual task order at the discretion of the Government. The list of the GFP is contained in Section J of this contract. Contractors are responsible and liable for GFP in their possessions pursuant to FAR 52.245-19--Government Furnished Property, "As Is."

### **4.0 Specific Requirements**

#### **4.1 Tasks**

The following are typical of the types of contractor support services that the EPA may require and assign to the Contractor during the duration of this contract. This sampling is a representation of the types of Safety, Health, and Environmental Management tasks associated with this effort. Other tasks may also be required that are within the scope of this statement of work.

**4.1.1 Performance Objective:** The contractor shall advise and prepare audits or reports.

**Performance Indicator:** Completeness

**Performance Standard:** Inclusion of all topics identified by PO.

**Quality Assurance:** Acceptance by PO

**Performance Indicator:** Thoroughness

**Performance Standard:** Includes all pertinent technical knowledge and advisory assistance to address topic.

**Quality Assurance:** Acceptance by PO.

**Performance Indicator:** Timeliness

**Performance Standard:** 100% on time.

**Quality Assurance:** Acceptance by PO.

**4.1.2 Performance Objective:** The contractor shall provide training.

**Performance Indicator:** Availability

**Performance Standard:** All necessary training shall be provided to EPA personnel.

**Quality Assurance:** Customer Complaints

**Performance Indicator:** Thoroughness

**Performance Standard:** Training shall include any and all areas identified by PO.

**Quality Assurance:** Acceptance of curriculum by PO.

**4.1.3 Performance Objective:** The contractor shall disseminate information and provide program promotion to all EPA personnel and the general public when applicable.

**Performance Indicator:** Accessibility

**Performance Standard:** Information shall be available to all EPA personnel and the general public.

**Quality Assurance:** Customer Complaints.

#### **4.3 Contractor Personnel Travel Requirements**

In addition to local travel, the contractor will be required to travel both domestically and abroad. Trips will not normally exceed five (5) working days plus time in transit. The specific travel requirements will be identified in the individual task orders under this contract.

#### **4.5 Format of Written Deliverables**

Written deliverables and training requirements for this contract will be identified in individual task orders. The contractor shall provide a draft form of all written deliverables to the EPA PO. The government will provide comments on these deliverables in writing. Due to the nature of some of the deliverables under this contract, the contractor shall take into account consideration comments from non-EPA personnel. The contractor shall then revise the deliverable and distribute final copies. The EPA PO and the Government team manager will assume responsibility for the consideration and dissemination of all EPA comments.

All reports and other documentation prepared under any given task order shall be prepared in accordance with Agency guidance. Other documentation standards and formats may be used provided they are approved in advance in writing by EPA's Project Officer. EPA personnel shall fully review the contractor's analyses, studies, and evaluations prior to making final determination regarding technical soundness, and adherence with Agency policies and procedures. The contractor shall not present training without prior EPA approval. All training sessions will have EPA POs or Task Managers present.

#### **5.0 Quality Assurance Plan and Incentive Program**

The Government will set aside an annual maximum pool of dollars to reward the contractor in accordance with the criteria set forth in the following paragraphs. The size of the pool will be set annually by the Government at the beginning of each task order period of performance. The pool

will be \_\_\_\_\_ percent of the total maximum amount estimated for each task order. Evaluations will occur annually.

The Government shall make a unilateral decision as to the amount that will be awarded annually under the incentive program. In addition the Government has the sole discretion to change evaluation factors or to cancel this program anytime during the period of the task order. All changes to evaluation factors will be published prior to the beginning of any new evaluation period using contract modification.

The contractor shall be authorized to invoice for incentive pool earned upon CO notification for each of the semi-annual periods once a determination has been made of the amount earned.

Evaluation Factors with weights:

Efficient Performance (70%)

Cost Control (30%)

Evaluation Methodology: Semi-annually the contractors performance will be assessed in the above two areas. The attached scoring system will be used to calculate the final bonus amount. The contractor will be provided a copy of the evaluation from the CO and will be afforded an opportunity to comment on the evaluation. The CO will make a final decision not subject to dispute of the ultimate percentage of bonus to be awarded. Specific areas of emphasis to the evaluation criteria include timeliness, effective management, quality coverage of transportation services, and all areas identified in Section 6.0.

#### Scoring System:

##### *A. Efficient Performance*

Excellent Performance (90-100): Consistently exercises sound management of personnel, the employment of proper skill types and levels, a good working relationship with the Government, effective teamwork, wise use of resources, performing on schedule and meeting or exceeding performance standards, recognition of problem areas and effective resolution, response to emergencies and other unexpected situations, and network optimization.

Good Performance(80-89): Generally exercises sound management of personnel, the employment of proper skill types and levels, a good working relationship with the Government, effective teamwork, use of resources, performing on schedule and meeting or exceeding

performance standards, recognition of problem areas and effective resolution, response to emergencies and other unexpected situations, and network optimization.

Marginal Performance (0): Work is accomplished but contractor generally does not exercise sound management of personnel, the employment of proper skill types and levels, working relationship with the Government, effective teamwork, use of resources, performing on schedule and meeting or exceeding performance standards, recognition of problem areas and effective resolution, response to emergencies and other unexpected situations, and network optimization.

Poor Performance (0): Consistently does not exercise sound management or personnel, the employment of proper skill types and levels, working relationship with the Government, effective teamwork, use of resources, performing on schedule and meeting or exceeding performance standards, recognition of problem areas and effective resolution, response to emergencies and other unexpected situations, and network optimization.

#### *B. Cost Control:*

Excellent Performance (90-100): Consistently exercised economies of scale in the use of personnel and the reduction of staff levels when appropriate. Aggressively sought cost reductions based on learning curve realized, cost avoidance, and savings realized working efficiently and effectively.

Good Performance (80-89): Generally exercised economies of scale in the use of personnel and the reduction of staff levels when appropriate. Sometimes sought cost reductions based on learning curve realized, cost avoidance, and savings realized working efficiently and effectively.

Marginal Performance (0): Infrequently exercised economies of scale in the use of personnel and the reduction of staff levels when appropriate. Seldom sought cost reductions based on learning curve realized, cost avoidance, and savings realized working efficiently and effectively.

Poor Performance (0): Consistently did not exercise economies of scale in the use of personnel and the reduction of staff levels when appropriate. Did not seek cost reductions based on learning curve realized, cost avoidance, and savings realized working efficiently and effectively.

## **6.0 Miscellaneous**

The contractor shall not interpret EPA policy on behalf of EPA nor make decisions on items of policy, regulation, or statute. Contractor employees shall at all times identify themselves as employees of the contractor, wearing prominently displayed identification badges.

Unless otherwise specified in a given task order, the Contractor shall furnish all necessary personnel, facilities, equipment, materials and services required for the performance of this contract. Any contract assignments with regard to statistical surveys, data collection using

questionnaires, or statistical analysis of survey data shall be performed in accordance with required procedures and established guidance, including the “EPA Survey Management Handbook.”

## 8.0 Reference Documents

The following statutes and Executive Orders authorize the Agency to allocate resources and obligate funding to establish and maintain a comprehensive Occupational Safety, Health, and Environmental Management Program to protect its Federal employees from injury or illness during their official duties and to protect the environment from the activities performed at an EPA-occupied facility:

1. Protection of Federal Employees 29 CFR 196
2. Occupational Safety and Health Act of 1970, Section 6 (29 USC 655) and Section 19 (29 USC 668)
3. Clean Air Act of 1975, as amended, 69 Stat. 485, (42 USC 7401-7642)
4. Clean Water Act of 1972, as amended, PL 92-500, (33 USC 1251-1376)
5. Resource Conservation and Recovery Act of 1976, as amended, PL 94-580, (42 USC 6901)
6. Federal Insecticide, Fungicide and Rodenticide Act of 1972, PL 92-516, (7 USC 136)
7. Toxic Substances Control Act of 1976, PL 94-469 (15 USC 2601)
8. Comprehensive Environmental Response, Compensation and Liability Act of 1980, as amended [specifically the Superfund Amendments and Re-authorization Act of 1986 (SARA), PL 99-499] PL 96-510, (42 USC 9601-9657)
9. Safe Drinking Water Act of 1974, as amended to include the Safe Drinking Water Act Amendments of 1986, PL 99-339, PL 93-523, (42 USC 300f, et seq.)
10. Pollution Prevention Act of 1990, PL 101-508, (508 USC 13101)
11. Alternate Motor Fuels Act of 1988, PL 100-494, (42 USC 6374, 15 USC 2001)
12. National Environmental Policy Act of 1969 (NEPA), PL 91-190, (42 USC 4321)
13. Federal Facilities Compliance Act of 1992, PL 102-386, (42 USC 6961)
14. The Comprehensive Alcohol Abuse and Alcohol Prevention, Treatment Act of 1972, as amended, Section 413 (21 USC 1180); FPM Letter 792-7; FPM Letter 792-9
15. Executive Order 12196, Occupational Safety and Health for Federal Employees, 1980
16. Executive Order 12088, Federal Compliance with Pollution Control Standards, 1978
17. Executive Order 12146, Management of Federal Legal Resources, 1979
18. Executive Order 12580, Superfund Implementation, 1987
19. Executive Order 12759, Energy Efficiency, 1991
20. Executive Order 12856, Federal Compliance with Right-to-Know Laws and Pollution Prevention Requirements, 1993
21. United States Code, Title 5, Section 7901, “Health Service Programs,” and Section 7902, “Safety Programs”
22. Code of Federal Regulations, Title 29, Part 1960. “Basic Program Elements for Federal Employee Occupational Safety and Health Standards,” Part 1926, “Safety and Health

Regulations for Construction.”

23. Code of Federal Regulations: Titles 10, 40, and 49

The Contractor shall be familiar with, and knowledgeable of these aforementioned laws, statutes, and orders. In addition, EPA facilities and activities may also fall under more restrictive or additional state and local regulations. New regulations may also come into effect during the life of this contract which may be enacted or established during the life of the contract period. The Contractor shall become familiar with, and knowledgeable of these additional regulations as necessary.